



Last Updated: 03/09/2022

## Update to the Durable Medical Equipment and Supplies Program — Effective 1/01/2014

The purpose of this memorandum is to highlight changes the Department of Medical Assistance Services (DMAS) made to the Durable Medical Equipment and Supplies (DME) Program related to incontinence supplies, specifically, diapers, pull-up, liners, and chuxs.

Based on the Request for Proposal (RFP) process, DMAS awarded a sole contract for the provision of incontinence supplies for all Medicaid fee for service members in the Commonwealth to **Home Care Delivered (HCD)**. Effective January 1, 2014, all Medicaid members will order and receive their supplies through **HCD**.

### Home Care Delivered

11013 W. Broad  
Street, 4<sup>th</sup> Floor  
Glen Allen,  
Virginia 23060  
Phone:  
866-268-6864 (toll  
free) Fax:  
866-268-4127

Over the next few weeks, DMAS will be sending additional communications regarding the conversion process. Each Medicaid enrolled DME provider that currently has Medicaid members who receive incontinence supplies will receive a letter explaining how the transition will take place. DMAS requests that all affected providers watch for these communications and assist the Medicaid member through the process for a smooth transition.

The process for approval of overages of the allowed amount will not change from the existing service authorization process.



# MEDICAID MEMO

## **Durable Medical Equipment and Supplies Program Update:**

As a result of this change, the DME & Supplies Medicaid Manual, to include Appendix B, will undergo some revisions. The incontinence section of the DME & Supplies Manual and the billing codes that apply to this contract will be listed separately on the website.

The DMAS web portal, [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov) will post educational information, contact information for the new contractor, and a link to the vendor web site dedicated to this new contract which will also provide educational material as well and ordering and contact information.

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Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website ([www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov)), or you may contact Commonwealth-Martin to receive a copy of the updated Durable Medical Equipment and Supplies Manual.

## **COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

## **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00



# MEDICAID MEMO

a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

## **ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. <a href="http://www.passporthealth.com">www.passporthealth.com</a> <a href="mailto:sales@passporthealth.com">sales@passporthealth.com</a> (888) 661-5657	Siemens Healthcare (HDX Division) <a href="http://www.hdx.com">www.hdx.com</a> (610) 219-1600	Emdeon <a href="http://www.emdeon.com">www.emdeon.com</a> (877) 363-3666	Availity, LLC <a href="http://www.availity.com">www.availity.com</a> <a href="mailto:support@availity.com">support@availity.com</a> (800) 282-4548	Dorado Systems, LLC <a href="http://www.Doradosystems.com">www.Doradosystems.com</a> <a href="mailto:sales@doradosystems.com">sales@doradosystems.com</a> (856) 354-0048
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## **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.